



Patient Access Manager

Manages members of the front desk, scheduling and patient registration teams. Is responsible for the overall direction, coordination, and evaluation of the Patient Registration Department. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

Qualifications:

1. Demonstrated knowledge of patient registration.
2. Associate's or Bachelor's degree or an equivalent combination of education and experience.
3. Three (3) or more years of relevant experience, preferably in an ambulatory care setting with documented evidence of performance achievement, history of operational process improvement suggestions.
4. Managerial experience and Customer Service background is preferred.
5. Working knowledge of computer operations and electronic interfaces is required. Proficiency in Microsoft Office products is required.
6. Maintains current knowledge of registration and processes and systems; regulatory issues and requirements.
7. Ability to communicate and work with patients, physicians, office personnel, employees, and leadership in order to expedite the registration/intake process.
8. Dynamic communication skills (verbal and written) in dealing with trainees, employees, and internal/external customers.
9. Displays ongoing leadership in promoting positive attitudes and ensuring exceptional customer service. Capability and flexibility to develop skills needed as a change agent.
10. Effective critical thinking, problem solving and decision making skills. Strong quantitative and analytical abilities to process and display data.
11. Flexible work style, tactful, poised and patient. Ability to handle a high degree of pressure, heavy workloads, multiple requests, numerous interruptions and short deadlines in a positive manner, establishing priorities for effective work completion.
12. Must be able to handle a high degree of pressure, heavy workloads, multiple requests, numerous interruptions and short deadlines Adapts quickly to changing conditions, assimilating new processes into job functions and taking ownership.
13. Must possess the ability to comply with Family Health Center policies and procedures. Must be comfortable operating in a collaborative, shared leadership environment.

How to Apply: Please apply on our [website](#)

Contact Information:

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